

## Attachment 7

## 1.0 Document Objective

In this document, KPMG Consulting, Inc. (KPMG Consulting) provides an interim status report on developments related to the BellSouth-GA OSS Test Master Test Plan (MTP) and Supplemental Test Plan (STP) final reports. An update of the status of test criteria for which testing was not complete as of the July 27 Interim Status report, but now is complete, is provided in section 2.0. An update of the status of open issues within Exceptions is summarized in section 3.0.

## 2.0 Updates to MTP and STP final reports

Since issuing the Interim Status report on July 27, 2001, KPMG Consulting has continued its evaluation of all test criteria that were "Not Complete" at that time. The following test cross references were "Not Complete" in July, but are now "Satisfied."

- PMR 1-2-1 – *"BLS has adequate and complete data collection policies and procedures."* – As of the date of our last Interim Status report, BellSouth had not fully implemented the data retention policies detailed in Exception 79.

As of September 30, 2001, BellSouth issued a statement indicating that it was fully in compliance with these procedures, including:

- Retention of raw data for a period of at least three years;
  - Retention of early stage data for a period of 18 months;
  - Retention of computer programs used to process data and create SQM reports, for a period of three years; and
  - Retention of the SQM reports themselves for a period of three years.
- PMR 4-13-1 - *Provisioning – Percent Provisioning Troubles within 30 days of Service Order Activity* – As of the previous Interim Status report, KPMG Consulting could not match the values of the trouble date field in the early stage data to the corresponding values in the raw data.

BellSouth has now corrected the procedure by which the raw data trouble date field is populated, and KPMG Consulting has matched these values contained in the early stage and raw data files for the month of July 2001.

## 3.0 Status of ongoing evaluations

In addition to the findings above, there are also a number of open issues that KPMG Consulting is currently evaluating. The following open Exceptions are part of the Performance Measurements test:

- Exception 86 (issue 1) – *Percent Provisioning Troubles within 30 days of Service Order Completion* – KPMG Consulting continues to be unable to replicate the values

BellSouth reports in its monthly SQM reports for the CLEC aggregate and BellSouth retail categories. BellSouth currently believes these issues will be addressed effective with the September 2001 reports published this month. KPMG Consulting will retest this issue using the September 2001 raw data, and determine whether its calculations and the BellSouth-reported values agree.

- Exception 89 (issue 3) – *Pre-Ordering – OSS Response Interval* – Because of the errors in the raw data previously identified, BellSouth has made changes to its Navigator system.

KPMG Consulting has verified that the NewLens raw data were accurate, based upon the early stage data.

KPMG Consulting continues to discuss the raw and early stage data from ROS with BellSouth. Additionally, KPMG Consulting is expecting raw and early stage data for the RNS and TAG systems from BellSouth shortly, in order to conduct further testing of data from these systems.

- Exception 122 – BellSouth has indicated that effective October 2001 for orders arising from the TAG system, it will be using gateway timestamps in its Ordering metric duration calculations. BellSouth also indicated that it is currently working to use gateway timestamps for these duration calculations for those orders arising from the EDI systems. A corresponding update will be made to the SQM manual, specifically indicating the use of these timestamps when both the changes have been implemented in both systems.
- Exceptions 136/137 – As discussed in these exceptions, KPMG Consulting had difficulties matching the KPMG Consulting-collected data to the BellSouth-provided data, for the test CLEC, for the ordering metrics.

Based upon the information BellSouth has provided since the issuing of these Exceptions, KPMG Consulting considers these discrepancies resolved, with the exceptions of those relating to the TAG system.

To resolve the remaining issues with the TAG data, KPMG Consulting intends to perform a data integrity comparison of early stage and raw data upon receipt of August 2001 data. KPMG Consulting expects to receive these data shortly.

The projected completion date for the Metrics portion of the testing activities is estimated to be March 2002. This date is based upon a number of assumptions, including successful testing activities, any commitments made by BellSouth to enhance its systems within a specified time period, and the timely resolution of any issues and/or questions that arise during testing.

## 1.0 Document Objective

In this document, KPMG Consulting provides a summary interim status report on developments related to the BellSouth-GA OSS Test. A brief overview of key developments is provided in section 2.0. A detailed report on specific items is provided in the table in section 3.0. Each item presented in the table in section 3.0 includes a reference number that identifies the item from a previous status report, where applicable. A detailed report on Exceptions is provided in the table in section 4.0.

## 2.0 Key Developments

- Performance Measurement Reporting (Metrics):
  - KPMG Consulting continued an analysis of the *PMR 1: Data Collection and Storage* process to identify new systems to be included in the review.
  - KPMG Consulting began evaluating SQMs defined in the Georgia SQM document as part of *PMR2: Metrics Definitions and Standards*.
  - KPMG Consulting began to review the Change Management Process and to monitor the change management adherence as part of the *PMR3: Change Management*.
  - KPMG Consulting began the completeness and accuracy phases for all domains as part of the *PMR 4: Data Integrity*.
  - KPMG Consulting continued the process of replicating the calculations of Service Quality Measurement (SQMs) related to the GPSC 7892-U Docket adopted January 16, 2001, as applicable, for the months of May, June and July PMAP Reports as part of the *PMR 5: Metrics Replication*.
  - KPMG Consulting continued replication of the charts for the 271 Filing packet as part of the *PMR 5: Metrics Replication*.
  - KPMG Consulting began an in-depth review of the Statistical Methodology used for the Enforcement/Remedies process as part of the *PMR6: Statistical Methodology*.
  - KPMG Consulting continued its review of the Enforcement/Remedies Analysis as part of the *PMR7: Enforcement/Remedies Analysis*.

The projected completion date for the Birmingham portion of the test activities is estimated to be March 31, 2002. This date is based upon a number of assumptions, including successful testing activities, any commitments made by BellSouth to enhance its systems within a

specified time period, and the timely resolution of any issues and/or questions that arise during testing.

### 3.0 Test Item Status

Ref <sup>1</sup>	Item	Status	Next Step/Resolution
I-1	PMR-1 Metrics Data Collection and Storage	<ul style="list-style-type: none"><li>• KPMG Consulting continued to identify additional systems to be included in the Data Collection and Storage review.</li><li>• KPMG Consulting submitted documentation requests and scheduled interviews to re-validate current process and identify variances.</li></ul>	<ul style="list-style-type: none"><li>• KPMG Consulting will continue Data Requests and Interview Guides</li><li>• KPMG Consulting will continue to schedule interviews with BellSouth Subject Matter Experts</li></ul>
I-2	PMR-2 Metrics Standards and Definitions	<ul style="list-style-type: none"><li>• KPMG Consulting continued to review metrics included in the Standards and Definition Review</li></ul>	<ul style="list-style-type: none"><li>• KPMG Consulting will continue reviewing metrics included in the Standards and Definition Review</li><li>• KPMG Consulting will continue Data Requests and Interview Guides</li><li>• KPMG Consulting will continue to schedule interviews with BellSouth Subject Matter Experts</li></ul>
I-3	PMR-4 Metrics Data Integrity	<ul style="list-style-type: none"><li>• KPMG Consulting began extracting data for comparison as part of the data integrity test</li></ul>	<ul style="list-style-type: none"><li>• KPMG Consulting will continue extracting data for comparison as part of the data integrity test and will begin data comparisons.</li></ul>
I-4	PMR-5 Metrics Calculation	<ul style="list-style-type: none"><li>• KPMG Consulting continued validating SQM calculations for CLEC Aggregate and BellSouth Retail values for both charts and PMAP Reports</li></ul>	<ul style="list-style-type: none"><li>• KPMG Consulting will continue to analyze variances in support of the data replication effort.</li></ul>
I-5	PMR-6 Statistical Methodology	<ul style="list-style-type: none"><li>• KPMG Consulting continued review of the Enforcement/Remedies Statistical Methodology</li></ul>	<ul style="list-style-type: none"><li>• KPMG Consulting will begin the analysis for the Statistical Analysis</li></ul>
I-6	PMR-7 Enforcement/ Remedies Analysis	<ul style="list-style-type: none"><li>• KPMG Consulting began designing the methodology for the Enforcement/Remedies Analysis. Received training on applications required to extract data sets and replicate values.</li></ul>	<ul style="list-style-type: none"><li>• KPMG Consulting will continue to replicate values for the Remedies Analysis</li></ul>

#### 4.0 Exceptions<sup>2</sup> Status

Ref <sup>1</sup>	Item	Status	Next Step/Resolution
I-7	Exceptions	<ul style="list-style-type: none"><li>Exception 129 – Open issues continue to be worked as part of the Birmingham Phase II effort.</li></ul>	<ul style="list-style-type: none"><li>Continued evaluation.</li></ul>

<sup>1</sup> Referencing Methodology: An item referenced as I-n indicates that the item was first discussed in the July 17, 2001 status report.

<sup>2</sup> According to the exception process agreed to by KPMG Consulting, BellSouth and the Georgia Public Service Commission, when KPMG Consulting discovers a potential component defect (e.g., a deficiency in a procedure, system or document) written substantiation is submitted to BellSouth detailing KPMG Consulting's findings. BellSouth provides a written response to this finding. KPMG Consulting's written substantiation is considered a "Draft Exception" until the potential defect has been confirmed. If KPMG Consulting's assessment of the potential error is determined to be inaccurate, KPMG Consulting will withdraw the Draft Exception. If the issue is substantiated, the Draft Exception and BellSouth response will be submitted to and published by the Commission, and the parties will agree on resolution steps. A complete exception listing, including all exceptions, responses, amended responses and closure reports, may be found on the Georgia Public Service Commission's Web site at [www.psc.state.ga.us](http://www.psc.state.ga.us).

BellSouth's response will be submitted to and published by the Commission, and the parties will agree on resolution steps.